

GEORGETOWN ANIMAL HOSPITAL POLICY

Late Arrival Policy: We at Georgetown Animal Hospital strive to stay on schedule and we ask you to do your part in helping us achieve this goal. Late arriving appointments may cause a number of problems:

1. Increased wait time for those that did arrive on time for their appointment
2. Patient care becomes rushed
3. Increased safety risk for both the staff and patients as may occur, due to limited space in our lobby

Late arriving appointments may be asked to reschedule if the veterinarian's schedule cannot accommodate you. Priority is given to patients that arrive on time. If you choose to wait, the wait-time may be considerable and unpredictable.

Missed Appointment (No-Show) Policy: Using both phone calls and e-mail we make every effort to remind our clients that they have reserved our doctor's and staff's time. **(This is why it is very important to make sure that we have your most up to date information.)** Missed appointments without notice interfere with our ability to provide service to many pets and interfere with our ability to run our day efficiently.

1. Clients that do not make their appointment will be considered a "no-show"
2. If a client has 3 "no-shows" we may elect to no longer reserve doctor's time for that client or may choose to no longer provide care to that client's pets. A multiple pet visit that is a "no-show" will be considered a multiple "no-show" as significantly more doctor's time would have been reserved and not utilized.

- **First missed appointment** - Our staff will call to ensure you and your pet are all right and to reschedule your appointment.
- **Second missed appointment** - You will receive a phone call stating this is your second missed appointment and that you have been charged a Missed Appointment Fee (\$25.00).
- **Third missed appointment** - You will receive a phone call informing you that you have now missed three appointments and you have been charged another Missed Appointment Fee (\$50.00). You will also be seen on a work-in basis only. If this is the case, we will ask that you call ahead to determine a suitable time to be seen. You may be asked to wait and if the lobby is full, you may be asked to wait with your pet outside.

Cancelling Appointments: We kindly ask that you give us 24 hour notice prior to cancelling an appointment as this allows us to offer that appointment to another patient and helps our doctors and staffs efficiently navigate the day. We understand that cancelled appointments happen for a number of reasons and that some are unexpected and unavoidable. We thank you in advance for abiding by these policies and helping us keep our clients, staff, and patients on schedule and safe!!